# Oakwood Medical Centre

# Patient Participation Group Meeting Minutes

Thursday 7th March 2019 at 9.30am

Chairman Monty Meth called to order the regular meeting of the Oakwood Medical Centre PPG at 9.37am on 7th March 2019.

1. Roll call

The following persons were present:

Monty Meth, John Hill, Stephanie Jacobs, Tom Devine, Martin Dunn, Babu Shah Marilyn Brewster, Nevin Kaleli, Stacy Holding, Sian Bevan,

Apologies: Maria Mitchell, Elena Dellafora, Lynn Lambert, Rohinton Khajotia

1. Approval of minutes from last meeting

Monty read the minutes from the last meeting. The minutes were approved as read.

1. Open issues
2. Single Offer

Sian updated the group on the Single offer and confirmed that we had received regular payments for wound care, Pre-diabetes and Atrial Fibrillation. Everything else remains the same. We also briefly touched upon the D-qist and what this involved regarding diabetic targets. OMC have reached and exceeded the CCG target set.

1. New business
2. Blood Tests

Monty informed the group of the situation regarding with withdrawal of community phlebotomy services across the borough. He strongly expressed his dissatisfaction that all PPG members were not notified in the first instance of this decision by Sian. The change to the service has been displayed in the waiting room since November but it was agreed that any future significant changes to services would be highlighted to the PPG members by email.

The PPG asked why we can’t train our own Phlebotomist? - Nurses are trained to take blood and we are fortunate enough to have nurses that are able to do this if necessary but if we use a nurse to run a blood test clinic on a weekly basis we would be taking time away from other clinics that we provide such as diabetic services, Asthma, child imms and travel. The PPG have asked that this be raised in a clinical meeting.

1. Minor Ailments

Sian had emailed the PPG back in February to advise them that the Minor Ailments scheme would be coming to an end on 31st March 2019. Tom raised this as a concern and suggested that the PPG write to NHS England, he has already contact the local MP and Health Watch. Tom has agreed to draft a letter to NHS England regarding this. It was also raised that it may be beneficial to the group and the practice if a GP would attend future meetings for around 30 minutes. Sian has agreed to feed this back to them.

c ) Diabetic Nurse

Stephanie asked if there was any news regarding Asha’s return and whether we would be getting a replacement. Sian explained that Asha remained on sick leave and as it stands we don’t know how long for which has made it difficult to arrange a temporary replacement. In the interim Dr Jones will be reviewing all diabetic blood tests and managing medications as Diabetic lead. We will review this situation again in April and update the PPG at the next meeting.

1. Family & Friend Test

We went over Januarys FFT and Stephanie wanted to discuss the comment left about us continuing to take on patients when we can’t manage the ones we have. She was inclined to agree with this comment and asked if we could close the practice books. Sian explained that unfortunately it is not that straight forward and in order to close your books you need permission from NHS England which is usually only granted in exceptional circumstances and this problem is across the borough and therefore not

The FFT has continued to show quite positive results over the last six or more months and the PPG members have also noticed a reduction in negative feedback. We will keep working on ensuring a positive patient experience.

1. Appointment Access

Stephanie shared her concern regarding the difficulties patients are experiencing in getting an appointment, Tom added that he had also found it difficult but only really for routine as emergency access seemed to be ok. Sian explained that we are still trying to recruit a further additional GP and we have had annual leave and Study leave recently along with the normal winter pressures which has an impact on appointment availability. During this conversation Tom praised Michelle and said that he always finds her very helpful. Stephanie added that she found the same to be true of Roulla.

1. Did Not Attend Report

Sian ran through the DNA report for the last quarter. The DNA’s for this period has decreased from the last quarter although there has been a slight increase in the number of GP appointments that were DNAed. We will continue to monitor this.

1. Good News Board

We discussed the use of this board and it was suggested that we improve the content and maybe display the next PPG date here.

A.O.B

PPG Enfield Network Meeting Feedback

John Hill kindly attended this meeting on Monday 4th March on behalf of OMC. John spoke briefly about his attendance and the content of the meeting but mainly he wanted to feedback that he had found we were held in high acclaim compared to other health centres.

Martin went on to talk about the problems he had had with local pharmacists and obtaining his repeat dispensing prescription due to his nominated pharmacy being changed. It seems that the pharmacy in question may have changed the allocation themselves when he had an acute prescription dispensed. This caused lots of unnecessary work for both Martin and the surgery trying to resolve this situation. The PPG were informed that the system is due to change in the future and there would no longer be a need to have a nominated pharmacy, the patient would be issued a barcode to use at any pharmacy they choose.

Next PPG Meeting 9.30am 9th May 2019 – Open to any OMC Patients